

LARAIN G BRADY1074 RIDGE RD
VIENNA OH 44473-9701**Account Number** **Date Prepared**
0 5000 4397 8357 **May 2, 2017****Next Meter Reading**
05/31 - 06/05/2017For questions about **Dominion East Ohio** charges call **1-800-362-7557****Summary of Payment Due**

Past Due Gas Amount	357.12
Current Gas Amount	127.65
Total Payment Due by May 19, 2017	\$484.77

**** THIS IS A SHUT-OFF NOTICE ****

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$357.12 in full by May 19, 2017, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.**If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$173.00 in three equal monthly installments or you need to have a creditworthy guarantor.****Payment Methods:** Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction.**Energy Assistance:** If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Development Services Agency at 1-800-282-0880 or contact us.**Medical Certificate:** A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can request a medical certification form by calling 1-800-362-7557. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

If you have made your payment, please accept our thanks and disregard this notice.

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit Manage Your Account on dom.com**PLEASE PAY BY** May 19, 2017 **Account No.** 0 5000 4397 8357**\$484.77**

Account Balance

Amount Enclosed**Call Before You Dig**

If you plan to dig in your yard, please call the Ohio Utilities Protection Service at 811 to make sure you do not dig into an underground line. Damaged lines can interrupt your gas, electric and cable service. State law requires that you call 811 at least two business days, but not more than 10 business days, before digging.

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LARAIN G BRADY
1074 RIDGE RD
VIENNA OH 44473-9701DOMINION EAST OHIO
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RICHMOND VA 23261-6785

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1074 RIDGE RD
VIENNA OH 44473-9701

Account Number **Date Prepared**
0 5000 4397 8357 **May 2, 2017**

Next Meter Reading
05/31 - 06/05/2017

Cycle 18

For questions about **Dominion East Ohio** charges call **1-800-362-7557****Summary of Payment Due**

(See Next Page for Usage Comparison and Meter Readings)

Past Due Gas Amount	357.12
Current Gas Amount	127.65
Total Payment Due by May 19, 2017	\$484.77

PLEASE PAY Account Balance of \$484.77 by May 19, 2017 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$357.12 by May 19, 2017, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

**LARAIN G BRADY**

1074 RIDGE RD
VIENNA OH 44473-9701

Account Number Date Prepared
0 5000 4397 8357 May 2, 2017

Next Meter Reading
05/31 - 06/05/2017

Cycle 18

For questions about **Dominion East Ohio** charges call **1-800-362-7557****Dominion®****Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$557.12
Payment on Apr 4, 2017 - Thank You	200.00 CR
Subtotal	357.12
Late Payment Charge	5.36
Gross Receipts Tax (4.6044%)	0.25
Balance	\$362.73

Current Charges**Dominion East Ohio Distribution Charges**

Basic Service Charge	\$26.16
Usage-Based Charges	
10.6 MCF @ \$4.698	4.98
Gross Receipts Tax (4.6044%)	1.43
Total Dominion East Ohio Charges	\$32.57

For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Direct Energy Services L L C Charges

Gas Cost 10.6 McF @ \$7.907	\$83.81
Sales Tax	5.66
Total DIRECT ENERGY SERVICES L L C Charges	\$89.47

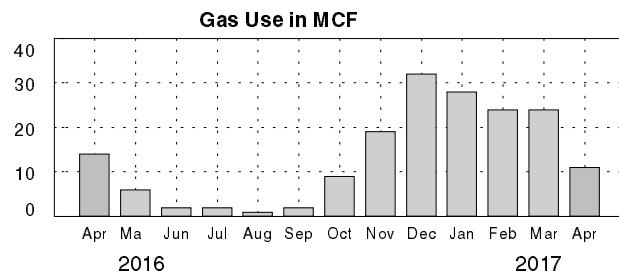
For questions about gas supply costs, contact DIRECT ENERGY SERVICES L L C at 1-888-566-9988 or P. O. Box 180 Tulsa, OK 74101-0180 or www.directenergy.com.

Total Current Charges	\$122.04
Total Account Balance	\$484.77

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison

Average Daily Temperature	<u>2016</u>	<u>2017</u>
For This Billing Period	46°F	54°F



Avg Monthly Use: 13.2 MCF.
Total Annual Use: 158.2 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13547208		
May 2, 2017	Actual	935.7	
Mar 31, 2017	Actual	925.1	10.6
MCF Used in 32 Days			10.6

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Payment Programs for Eligible Customers

Budget Payment Plan - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.

Budget Plus - Pay a budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

One-Ninth Plan - Pay a budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - This program allows income-eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. Call the Ohio Development Services Agency at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

Explanation of Billing Terms

Basic Service Charges - The applicable Basic Service Charges for each rate schedule include a Service Charge for each billing period or any portion thereof to cover the fixed costs for delivering gas, plus associated riders.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Estimated Gas Bill - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Variable Rate (MVR) - Cost of default natural gas for residential customers whose Energy choice or opt-in governmental aggregation contract has expired, as well as for large volume and nonresidential customers. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Deposits are refunded with interest to residential and small commercial accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for large commercial and industrial accounts are reviewed every 24 months.

Service Charge - This charge includes fixed costs for delivering gas.

Standard Choice Offer (SCO) - Cost of acquiring default natural gas for sale to Energy Choice-eligible residential customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at the regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.



All bills may be paid from your bank account for free by registering in "Manage Your Account" as described below, or it may be paid at any authorized payment center. A convenience fee may be charged by the authorized payment center, which must be paid in cash. Be sure to bring the entire bill when paying in person. For the location of a payment center near you, please visit www.dom.com or call 1-800-362-7557. Also, pay online anytime at www.dom.com via debit/credit card or electronic check or call BillMatrix Corporation, toll free at 1-800-573-1153. **Service fee applies.** For your own protection, do not send cash through the mail. Allow six days for payments to be applied to your account. Please record your account number on your check or money order and mail to Dominion East Ohio, PO Box 26785, Richmond, VA 23261-6785. Do not include correspondence with your payment.

AUTO PAY - Sign up for Bank Draft and have your bill automatically deducted from your checking or savings account. Enroll online at www.dom.com, "Manage Your Account."

ELECTRONIC CHECK CONVERSION – Paying by check authorizes us to use the information from your check to make a one-time electronic fund transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

MANAGE YOUR ACCOUNT – Register for free at www.dom.com. Make payments, get eBills, update your contact information, start, stop or transfer service, and view billing and usage history 365 days a year!

Billing, Service Inquiries or Concerns

If you have a billing or service problem, please call Dominion East Ohio first at 1-800-362-7557 between 7 a.m. and 7 p.m. weekdays. If your complaint is not resolved after you have called Dominion East Ohio or your Energy Choice supplier or governmental aggregator at the number listed on the front of your bill, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll-free) from 8 a.m. to 5 p.m. weekdays or www.puco.ohio.gov. Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio Relay Service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays or at www.pickocc.org.

EMERGENCY SERVICE . . . We consider it an emergency when you smell a gas odor or when none of your gas appliances are working. Call toll free 1-877-542-2630. Our 24-hour emergency personnel will take your call.

CALL BEFORE YOU DIG: Call the Ohio Utilities Protection Service at 811 at least two working days before digging.

FOR HELP WITH YOUR BILL . . .

There are several programs available that could help you with your winter heating bills. For more information, call us at 1-800-362-7557.

Medical Certification – Delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. You can request a medical certification form by calling 1-800-362-7557. A licensed medical professional must sign the form. If gas service is off, return the signed form within 21 days of the shut-off date to restore service.

Energy Choice – This program provides eligible customers the ability to purchase gas from a supplier. To obtain an "Apples to Apples" comparison of available competitive natural gas supplier offers, visit the PUCO's Energy Choice Ohio website at www.energychoice.ohio.gov or call 1-800-686-PUCO (7826). Another resource for information is www.DominionGasChoice.com

Removing Yourself from Customer Listing - We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please let us know: Call us at 1-800-362-7557, say "Energy Choice" and follow the prompts, write us at P.O. Box 5759, Cleveland, OH 44101-0759, sign in or register your account at www.dom.com and select "Opt-in/Opt-out of Supplier Lists" from Edit Account Settings, or email us at CustomerCareEastOhio@dom.com.

HOW TO REACH US . . .

By Internet - Visit us online at www.dom.com to 'Manage Your Account' 365 days a year!

By Phone - Call us at 1-800-362-7557. Our office hours are 7 a.m. to 7 p.m. Monday through Friday. The best days to call are Tuesdays through Fridays. Mondays and days after a holiday are typically the busiest.

For Hearing/Speech-Impaired Customers - Customers with a Telecommunications Device for the Deaf can dial 711.

By Mail - Write to Dominion East Ohio, PO Box 5759, Cleveland, OH 44101. Please do not include payment with your correspondence.

